Customer Service Report for DCOB
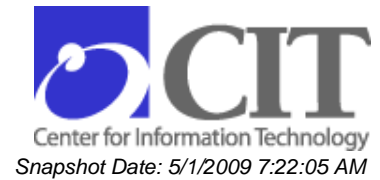
For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
Accounts											
Workstation/Add	0	1	0	0	0	0	0	1	0	0	13
ASR											
Colocation-OFF	0	0	0	3	0	2	0	0	1	0	0
Colocation-ON	0	0	0	4	0	2	0	0	2	0	0
Other	0	0	0	5	0	3	0	0	2	0	0
Connectivity											
TCP/IP	0	1	0	0	0	0	0	0	0	1	0
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	3
Hardware											
Servers/Replacement	0	0	0	1	0	0	0	0	1	0	0
Surplus	1	0	0	1	0	2	0	0	0	0	0
NIH Data Center											
Aperture Vista	0	29	0	1	0	12	0	0	18	0	0
NIHnet											
Closet Access-LAN	0	1	0	0	0	0	0	0	0	1	0
Security											
Sanitize	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	**3**	**32**	**0**	**15**	**0**	**22**	**0**	**1**	**25**	**2**	**0**

Total Tickets Closed: 28

Total Tickets Assigned/Pending/Checked Out: 22

Total Tickets Created: 50